

U.S. Government Printing Office

Performance Measures

September 30, 1998

Operating Performance Measures

Congressional Record Delivery

The Congressional Record (Record) is an important tool and product of the legislative process, and its production is a large part of GPO's mission. To gauge how well GPO is serving Congress by producing the Record timely, GPO has established a deadline of 9 AM the following day, when copy is received in GPO by midnight, regardless of whether the Senate or the House of Representatives is in session. Our actual on-time delivery rate was 83.8 percent in fiscal year 1998, compared with 73.9 percent in fiscal year 1997.

Overtime Management

GPO makes an ongoing effort to minimize overtime hours. In fiscal year 1998, overtime hours increased to 206,000 hours from 185,000 hours in fiscal year 1997, or 11 percent. The cost of overtime in fiscal year 1998 increased by \$813,000 from fiscal year 1997's level. However, we were successful in achieving our goal in fiscal year 1998, as actual overtime hours worked were well below the upper limit of 333,000 overtime hours. Our goal for fiscal year 1999 is a maximum of 250,000 overtime hours.

Production Chargeable Hours

Chargeable hours decreased to 861,000 in fiscal year 1998 from 882,000 in fiscal year 1997, a decrease of 21,000 hours, or 2.4 percent, even though the number of employees available for work decreased 4.6 percent. The results for 1998 met our goal of equaling or exceeding the chargeable hours necessary to achieve break-even operations. Our fiscal year 1999 chargeable hour goal is to achieve the number of chargeable hours necessary to achieve break-even in Production Operations.

On-Time Delivery of Procured Printing

The Printing Procurement Operations contracted with commercial printing firms to ship 176,500 jobs in fiscal year 1998 compared with 192,000 jobs in fiscal year 1997. For fiscal year 1998, GPO's goal was to have at least 95 percent of procured printing orders delivered on time and a quality acceptance rate of at least 99 percent. GPO met its goals by attaining a 95.1 percent on-time delivery rate and a 99 percent quality acceptance rate. The goals for fiscal year 1999 remain the same as those for fiscal year 1998.